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**AGENDA: SUPERVISORY BOARD MEETING, THURSDAY 28 FEBRUARY
2002, 11.00am to 1.00pm
LECTURE THEATRE, QUEEN ANNE'S CHAMBERS**

Items for substantive discussion	
1 11.00am MF lead	<p><u>Meeting the Agency's Business Objectives</u></p> <ul style="list-style-type: none"> • <i>Framework Document and 2002/2003 Business Plan – update</i> • <i>Corporate Plan</i>
2 11.15am MF/JK lead	<p><u>Risk: Report back from the Risk Management Group</u></p>
3 11.25am DJP lead	<p><u>Client Care: issues</u></p> <ul style="list-style-type: none"> • <i>Client Care policy [SB (02) 07 – circulated with this agenda]</i> • <i>Client care guidelines for individuals [SB (02) 02 considered at 31 January meeting]</i> • <i>Candid identification of any current difficulties</i>
4 11.45am MF/MWE lead	<p><u>360 degree feedback/Executive coaching: presentation</u></p>
5 12.10pm MWE lead	<p><u>Training and Development</u></p> <ul style="list-style-type: none"> • <i>Quarterly report on training and development October – December 2001 [SB (02) 05 – circulated on 19 February]</i> • <i>Terms of reference of the Training and Development Committee [SB (02) 06 – circulated on 19 February]</i>
6 12.20pm JK lead	<p><u>Monthly management information – finance, staffing, chargeable hours</u></p>
7 12.35pm MF lead	<p><u>Communication Issues</u></p> <ul style="list-style-type: none"> • <i>TSol Today/LION – 'push' and 'pull' modes</i> • <i>Voicemail</i>
8 12.40pm	<p><u>Security</u></p> <p>Draft security policy statement [SB (02) 08 – circulated with this agenda]</p>
Other Business: items for very brief discussion/information	
9 12.45pm CS lead	<p><u>Minutes of the last meeting – matters arising/actions/items for 28 March agenda</u></p>
10 12.50pm 11	<p><u>Exception reporting from Committees</u></p> <p><u>Reports from Directors</u></p>

